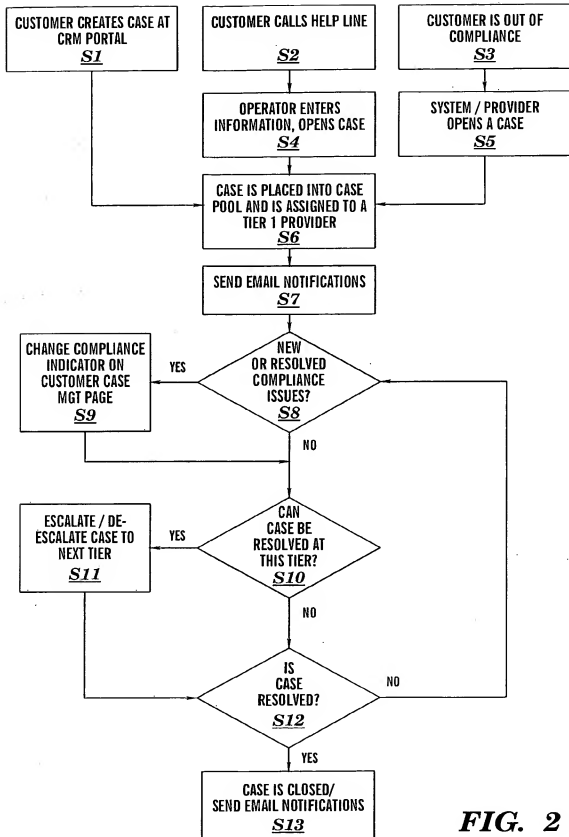


**FIG. 1**



**FIG. 2**

HOME		PROGRAMS		RESOURCES		ABOUT AAUO		
NEW CASE #		007						
<div style="border: 1px solid black; width: 30px; height: 30px; margin: 5px auto; text-align: center; line-height: 30px;">1</div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 5px auto; text-align: center; line-height: 30px;">2</div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 5px auto; text-align: center; line-height: 30px;">3</div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 5px auto; text-align: center; line-height: 30px;">4</div>	FIRST NAME		POPULATED FROM t_users TABLE		MIDDLE NAME		POPULATED FROM t_users TABLE	
	LAST NAME		POPULATED FROM t_users TABLE		SOCIAL SECURITY NUMBER		POPULATED FROM t_users TABLE	
	CAMPUS (COURSE IS BEING TAKEN)		USER ENTERS DATA					
	COURSE DESCRIPTION		USER ENTERS DATA		USER ENTERS DATA		26	
	SUBJECT: (E.G. ENG, MTH, REL, ETC)		COURSE #: (E.G. 1301, 101, 4521)					
	COURSE START DATE		USER ENTERS DATA		COURSE END DATE		USER ENTERS DATA	
	INSTRUCTOR		USER ENTERS DATA					
	RISK LEVEL		USER SELECTS DATA FROM DROP DOWN MENU ▼					
	CASE CATEGORY		USER SELECTS DATA FROM DROP DOWN MENU ▼					
	CASE DETAILS		<div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div>					
ACTIONS TAKEN		<div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div>						
RECOMMENDATIONS		<div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div>						
		SUBMIT		CANCEL				

**FIG. 3**

30

HOME	PROGRAMS	RESOURCES	ABOUT AVAO																																																						
<b>CRM SEARCH RESULTS</b>																																																									
<b>RESOURCES</b> <a href="#">ACES LINKS</a> <a href="#">TUTORIALS</a> <a href="#">TRAINING</a> <a href="#">ELIGIBILITY CHECKLIST</a> <a href="#">ACES INFORMATION</a> <a href="#">ASSET MANAGEMENT</a> <a href="#">IMPORTANT FORMS</a> <a href="#">FAQS</a> <a href="#">RELS DESK</a> <a href="#">CAREER OPTIONS</a>	<p style="text-align: center;"><b>SEARCH RESULTS FOR ARRON EVERETT SMITH:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 40%;">CUSTOMER TYPE:</td> <td><input type="checkbox"/> STUDENT <input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>CUSTOMER NAME</td> <td colspan="2">ARRON EVERETT SMITH</td> </tr> <tr> <td>SOCIAL SECURITY NUMBER</td> <td colspan="2">445021430</td> </tr> <tr> <td>EMAIL</td> <td colspan="2">aron.smith017@earmyu.com</td> </tr> <tr> <td>MAILING ADDRESS</td> <td colspan="2">1967-C XYZ CIRCLE</td> </tr> <tr> <td>CITY</td> <td colspan="2">WAHLAWA</td> </tr> <tr> <td>STATE</td> <td colspan="2">HAWAII</td> </tr> <tr> <td>ZIP</td> <td>96780</td> <td style="text-align: center; border: 1px solid black; width: 30px;">1</td> </tr> <tr> <td>COUNTRY</td> <td colspan="2">USA</td> </tr> <tr> <td>PHONE</td> <td colspan="2">8086240699</td> </tr> <tr> <td>INSTALLATION</td> <td colspan="2">SCHOFIELD BARRACKS</td> </tr> <tr> <td>INSTALLATION MAJOR SUB UNIT</td> <td colspan="2"></td> </tr> <tr> <td>SERVICE BRANCH</td> <td colspan="2">ARMY ENLISTED</td> </tr> <tr> <td>CURRENT INSTALLATION</td> <td colspan="2">SCHOFIELD BARRACKS</td> </tr> <tr> <td>BASD</td> <td colspan="2">3/19/96</td> </tr> <tr> <td>PERD</td> <td colspan="2">1/8/92</td> </tr> <tr> <td>EXPECTED SEPARATION DATE</td> <td colspan="2">2/16/04</td> </tr> </table>			CUSTOMER TYPE:	<input type="checkbox"/> STUDENT <input checked="" type="checkbox"/>		CUSTOMER NAME	ARRON EVERETT SMITH		SOCIAL SECURITY NUMBER	445021430		EMAIL	aron.smith017@earmyu.com		MAILING ADDRESS	1967-C XYZ CIRCLE		CITY	WAHLAWA		STATE	HAWAII		ZIP	96780	1	COUNTRY	USA		PHONE	8086240699		INSTALLATION	SCHOFIELD BARRACKS		INSTALLATION MAJOR SUB UNIT			SERVICE BRANCH	ARMY ENLISTED		CURRENT INSTALLATION	SCHOFIELD BARRACKS		BASD	3/19/96		PERD	1/8/92		EXPECTED SEPARATION DATE	2/16/04		32		
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<p><b>CURRENT CASE(S) OPEN:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 20%;"><u>CASE CATEGORY:</u></td> <td style="width: 20%;"><u>CASE NUMBER:</u></td> <td style="width: 20%;"><u>DATE OPENED:</u></td> <td style="width: 40%;"><u>LAST UPDATED:</u></td> </tr> </table> <p><b>CLOSED CASES :</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 20%;"><u>CASE CATEGORY:</u></td> <td style="width: 20%;"><u>CASE NUMBER:</u></td> <td style="width: 20%;"><u>DATE OPENED:</u></td> <td style="width: 40%;"><u>DATE CLOSED:</u></td> </tr> </table>					<u>CASE CATEGORY:</u>	<u>CASE NUMBER:</u>	<u>DATE OPENED:</u>	<u>LAST UPDATED:</u>	<u>CASE CATEGORY:</u>	<u>CASE NUMBER:</u>	<u>DATE OPENED:</u>	<u>DATE CLOSED:</u>	38																																												
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**FIG. 4**

42 ↗

CASE SUMMARY

DATE/TIME OPENED: 6/17/2002

OPENED BY: ED\_Partner001

CASE CATEGORY: 

ABSENTEEISM

CASE DETAILS:

	ENTERED BY:	DATE
STUDENT MISSED FIRST WEEK OF CLASS.	ED_Partner001	6/17/2002
STUDENT MISSED MID-TERM	ED_Partner001	7/1/2002

CASE DETAILS:

ENTER NEW CASE DETAILS HERE.

ACTIONS TAKEN

	ENTERED BY	DATE
INSTRUCTOR ATTEMPTED TO CONTACT STUDENT VIA EMAIL	ED_Partner001	6/20/2002
ESCALATED CASE TO LEVEL 3 RISK	ED_Partner001	7/1/2002

2

ACTIONS TAKEN:

ENTER NEW ACTIONS TAKEN HERE.

RECOMMENDATIONS:

ENTER NEW RECOMMENDATIONS HERE.

SUBMIT

CANCEL

44 ←  
46 ←  
48 ←  
50 ←

**FIG. 5**